

Nuclear Regulatory Commission

Section 1: Highlights of Agency E-Government Activities

A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)

Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

The U.S. Nuclear Regulatory Commission (NRC) continues to enhance stakeholder involvement in public meetings through virtual meeting technologies, such as Web streaming and Web conferencing. The use of these technologies enables members of the public to participate in the agency's public interactions regardless of their physical location. Prime examples of the NRC's use of virtual meetings include meetings involving the San Onofre Nuclear Generating Station, Waste Confidence, and various initiatives related to the Fukushima event in Japan. In certain cases, public meetings are being held entirely virtually—where all participants participate remotely. The NRC is also modifying its internal guidance to assist the staff in creating more descriptive summaries of certain public meetings, to maximize the use of public meeting facilitators and ensure that staff members who conduct public meetings have the training and tools available to be successful.

B. Public Access to Electronic Information - Sec. 207(f)(1)(B)

Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nrc.gov/public-involve/open/evaluating-progress.html	Over the past 4 years, the NRC has seen a consistent upward trend in satisfaction among its site users, as demonstrated by the results of the agency's Public Site Survey (see the 'Evaluating Our Progress on Open Government' Web page). The NRC also hires u
http://www.nrc.gov	The NRC.s public Web site serves as the central information portal that

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	provides access to information resources, tools, and services to the public. The agency is committed to expanding on the progress it has made to further enhance transparency by refin
http://www.nrc.gov/site-help/search.html?q=&site=allSites#gsc.tab=0	In 2015, the NRC implemented a new search feature at the NRC Public Website that integrates natively with the Digital Analytics Program (DAP) administered by the General Services Administration (GSA). This search feature provides a comprehensive view of

Section 2: Compliance with Goals and Provisions of the E-Gov Act

A. Performance Integration - Sec. 202(b)

The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

The NRC requires the identification, tracking, monitoring, and evaluation of performance metrics for each IT investment throughout the “control” and “evaluate” phases of the Capital Planning and Investment Control (CPIC) process. These metrics are included in system owners’ performance plans combined with other performance plans, as needed. NRC monitors performance metrics to demonstrate that the investment or system is in alignment with strategic goals and the NRC mission, and that anticipated benefits and functions are being gained from the investments. These metrics are intended to be outcome-based. The FY 2017 IT Budget – Capital Planning Guidance issued by the Office of Management and Budget (OMB) directs all metrics reported in the Major IT Business Cases to be classified under the following areas: Customer Satisfaction Results Strategic and Business Results Financial Performance Innovation All measures are developed in alignment with the investment’s requirements to align with NRC’s Strategic Plan/Annual Performance Plan in the following areas: Safety Security Cross-Cutting Strategies Management Objectives These metrics are assessed through the following aspects of the NRC’s control and evaluate phases: Control Review CIO Touchpoint Monthly Reviews and CIO Evaluations Techstat Operational Analysis All of NRC’s Major IT Investment performance metrics can be accessed through the Federal IT Dashboard.

B. Accessibility - Sec. 202(c) and (d)

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nrc.gov/site-help/access.html	

C. Government-Public Collaboration - Sec. 202(e)

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

On May 6, 2015, the Enhancing NRC Public Meetings Task Group Report was provided to the NRC Chairman. The report contains numerous ways NRC could improve its public meetings, primarily focused on creating guidance for NRC staff to ensure consistency in public interactions, while allowing flexibility and innovation in meeting formats. Since that time, NRC staff has been drafting a new Commission policy statement on public meetings, as well as creating or revising public meeting guidance such as Management Directive 3.5, "Attendance at NRC-Sponsored Meetings." Draft guidance will be shared with the public for comment and a public meeting to discuss improvements will be scheduled at an appropriate time, most likely after the new policy statement has been in effect for at least six months. The NRC's in-house facilitators continue to advise and assist staff on engaging the public through all stages of the public meeting planning and implementation process. In addition, the agency has put in place a contract with external facilitators to make it easier for staff to secure the services of professional facilitators

D. Credentialing - Sec. 203

The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).

The NRC has developed a comprehensive plan to address guidance published by the Chief Information Officer's (CIO's) Council in the Federal Identity, Credential, and Access Management (FICAM) Roadmap and Implementation Guidance. This plan addresses many facets of electronic credential authentication both within the Federal Government and with the public. For the 2015 Cybersecurity Sprint initiative, the NRC achieved penetration rates of 83% for unprivileged users and 91% for privileged users, by the deadline. Within the area of credentialing, the NRC has been primarily focused on issuing public key infrastructure (PKI) based digital certificates for both internal staff and external partners for electronic credential authentication and other purposes. NRC employees and contractors have been issued shared service provider (SSP) personal identity verification (PIV) cards, as well as SSP software certificates that are fully compliant with all relevant standards and policies. For external partners to the agency that need to interact with the agency's electronic authentication systems—most notably, the Electronic Information Exchange and the Integrated Source Management Portfolio—the NRC has issued Federal Bridge cross-certified PKI credentials at rudimentary assurance (Level 1) and medium hardware assurance (Level 4). This is in accordance with Title 10 of the Code of Federal Regulations (10 CFR) Part 50, "Domestic Licensing of Production and Utilization Facilities," which requires digital certificate authentication for users of certain NRC systems. The NRC also developed and implemented a one-time password (OTP) solution to be used for lower level electronic authentication (Level 3 and below).

E. USA.gov activities - Sec. 204 and Sec. 207(f)

In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
www.usa.gov/directory/federal/nuclear-regulatory-commission.shtml	
 N/A	

F. eRulemaking - Sec. 206

The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of www.Regulations.gov and the Federal Docket Management System (FMDS).

The eRulemaking Program has simplified the public's participation in the NRC rulemaking process by making regulatory information more accessible on Regulations.gov. Executive Order 13563 calls on agencies to promote public participation and an open exchange of information and perspectives among State, Local, and Tribal officials, experts in relevant disciplines, affected stakeholders in the private sector, and the public as a whole. The Regulations.gov website improves the NRC's public engagement by supporting the notice and public comment process for rulemakings. Using the Federal Docket Management System (FDMS), the NRC has created dockets on Regulations.gov for all documents it has published in the Federal Register since December 2007. In FY 2015, the NRC posted 77 rules, proposed rules, and petition for rulemaking documents, 622 Federal Register notices, and 1201 public submissions on Regulations.gov. The NRC posts to Regulations.gov stakeholder comments on guidance and other nonrulemaking documents, as well as supplemental background information and supporting documents for significant agency actions.

G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)

The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.

In 2014, the NRC was inspected by NARA, and feedback indicates that it found the NRC's records management program to have a firm foundation and good strategic goals. Those goals have been defined in the NRC Information and Records Management program plan that was developed to meet the challenges of moving to a fully developed, and NARA compliant, electronic recordkeeping environment. The plan includes projects to update retention schedules, digitize legacy paper records, build a file categorization scheme, and develop a records compliance certification for electronic systems. The NRC has also recently installed a new enterprise records management software to improve efficiencies. The NRC's

comprehensive records retention schedule, including the general records schedule, covers over 1,600 approved items, many of which are electronic or are media neutral. The NRC has no retention schedules pending at NARA which contain electronic records. All other identified systems have approved retention schedules.

H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nrc.gov/reading-rm/foia/foia-privacy.html	

I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nrc.gov/reading-rm/doc-collections/nuregs/staff/sr1908/	The NRC IT/IM Strategic Plan for years 2016-2020 was approved by Mr. Darren Ash (CIO) in July 2015. The final approved version can be found on the NRC public website as Volume 3

J. Research and Development (R&D) - Sec. 207(g)

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nrc.gov	The NRC's Public Web site is the agency's primary vehicle for disseminating information to the public about agency-funded R&D activities and results.
http://www.nrc.gov/about-nrc/regulatory/research.html	The NRC's Research Activities site provides a high-level overview of the

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	agency's research activities in the three arenas of nuclear reactors, nuclear materials, and radioactive waste. It also provides additional information on several projects, including
http://www.nrc.gov/reading-rm/doc-collections/nuregs/staff/sr1925	Additional information is available through NUREG-1925, 'Research Activities'.
http://www.nrc.gov/reading-rm/doc-collections/nuregs/contract/index.html	Additional information is available through Publications Prepared by NRC Contractors (NUREG-series contractor reports describing research results)
http://www.nrc.gov/about-nrc/contracting.html	Additional information is available through Contracting Opportunities.
http://www.nrc.gov/about-nrc/contracting/small-business/forecast.html	Additional information is available through Forecast of Contract Opportunities
http://www.nrc.gov/about-nrc/contracting/forecast/commercial-contracts.xls	Additional information is available through Forecast of Contract Opportunities
http://www.nrc.gov/reading-rm/doc-collections/fedreg/notices/	Additional information is available through Federal Register notices
http://www.nrc.gov/public-involve/doc-comment.html	Additional information is available through Documents for Comment (rulemaking-related documents, draft regulatory guides, etc.).
http://www.nrc.gov/public-involve/conference-symposia/ric/	The NRC's annual Regulatory Information Conference provides a public forum for presentations and discussions about the agency's research activities and results.

K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)

The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or

disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.

In full compliance with OMB Memorandum M-03-22, "Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002," the NRC's Public Web site prominently features the NRC's Privacy Policy and Security Notice. The site addresses automatic collection and storage of information, and it covers use, privacy, and protection from public disclosure of submitted information, children's privacy, use of cookies and social media, security, and links to other Web sites. It also describes Web measurement and customization for site satisfaction surveys, privacy impact assessment (PIA) performance for electronic information systems and collections (publicly available at <http://www.nrc.gov/site-help/plans/privacy-impcat-asess.html>) and Privacy Act systems of records (<http://www.nrc.gov/reading-rm/foia/privacy-systems.html>). PIAs are integral to developing new or modifying existing IT systems, and per the NRC's project management methodology, must be completed and approved before business case approval. These PIAs essentially demonstrate the agency "employed the disciplines of sound project management; represented a strong business case for the investment; and met other Administration priorities to define the proposed cost, schedule, and performance goals for the investment". Completing or updating PIAs to reflect current factors affecting the collection and handling of information in identifiable form ensures existing statutory and key information management requirements are considered and evaluated and helps identify sensitive systems to ensure appropriate measures are engaged. The NRC provides a manual and template to assist subject matter experts with submissions from sponsoring offices. Additionally, information about OMB clearance packages for voluntary or mandatory requests for reports, information, or recordkeeping is available at <http://www.nrc.gov/public-involve/doc-comment/omb>.

K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)

In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nrc.gov/site-help/privacy.html	
http://www.nrc.gov/reading-rm/foia/privacy-systems.html	

M. Agency IT Training Programs - Sec. 209(b)(2)

The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies

reviews for IT workforce.

Delivery of IT training at the NRC is a partnership that involves the agency's Office of Information Services (OIS), Computer Security Office (CSO), Office of Administration (ADM) and Office of the Chief Human Capital Officer (OCHCO). In FY 2015, NRC implemented several of the integrated project team's recommendations including the introduction of training plans for eight IT positions, identification of competencies that maybe gained from external training, and delivery of applicable onsite training courses.